

### TRAFFIC OPERATIONS SUPPORT SPECIALIST

## Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of highly responsible, confidential, and complex administrative support duties in providing staff support for the Traffic Operations Division and Public Works Department, including oversight responsibility for the division's Hansen Program; and to provide information and assistance to the public.

## **Supervision Received and Exercised:**

Receives general supervision from management, professional, and/or technical staff.

May exercise functional supervision over assigned temporary and administrative assistant staff.

## **Examples of Duties:**

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Enter, maintain, and update Hansen and GIS Software (ArcView) spatial data and records for Traffic Operations associated with street lighting, signals, signs, transit, striping and street segments.
- Create and generate Hansen and GIS Software related reports and provide information to Transportation Management Division staff, the general public, other City departments, and outside agencies including contractors, engineers, developers, designers and utility companies.
- Primary responsible for the creation and maintenance of spatial data to facilitate the integration of the GIS enterprise program.
- Create, distribute, track, and resolve Hansen generated work orders based upon requirements from internal and external entities.

### Traffic Operations Support Specialist (continued)

- Manage the process of synchronizing and reconciling data between the two applications: Hansen and GIS Software (ArcView).
- Retrieve complaints from various sources; create work orders and route personnel and contractors accordingly; initiate and answer phone calls to and from citizens, contractors, and field personnel requiring information from various databases.
- Establish programs for the predictive and preventive maintenance for Traffic Operations based upon historical data of maintenance and use.
- Provide maintenance information to supervisors and work teams as necessary.
- Train and assist personnel with computer applications.
- Respond and resolve inquiries from the general public and staff.
- Provide assistance to the Lighting Systems Coordinator and management with special projects.
- Perform occasional field checks on assets to accurately reflect database.
- Compose routine correspondence related to assigned responsibilities; type and proofread a wide variety of reports, letters, memos, forms, and statistical charts; type from rough draft, verbal instructions or recordings; may sign and distribute correspondence.
- Compile and organize data and background material and prepare a variety of statistical, financial, operational and special project reports. Maintain a variety of statistical records; verify and tabulate basic statistical data.
- Establish, organize and maintain filing systems; perform record keeping for various funds and expenditures; maintain inventory records and other department and program files; handle and maintain sensitive and confidential information and records.
- Operate a variety of office equipment including a computer; input and retrieve data and text; organize and maintain disc storage and filing.
- Process personnel, payroll and purchasing information; order and maintain office supplies; resolve errors in orders received and on invoices.
- Maintain calendars and schedules of activities, meetings and various events; set meetings and appointments; coordinate activities with other City departments, the public and outside agencies; coordinate travel arrangements; ensure that meeting facilities are prepared.

Traffic Operations Support Specialist (continued)

- Verify and review materials for completeness and conformance with established regulations and procedures; apply applicable policies and procedures in determining completeness of applications, records and reports.
- Implement and assist in developing procedures and policies related to assigned functions.
- May act as a receptionist; answer the telephone and wait on the general public, providing routine and general information on departmental and City policies and procedures, regulations, systems, and precedents relating to area of assignment; issue, receive, and process various applications, permits, and other forms; screen mail and telephone calls and respond to and resolve routine complaints and issues; refer remaining issues to appropriate department personnel.
- May attend meetings, take minutes and transcribe as necessary; coordinate and participate in the preparation and processing of agendas; ensure that staff reports are typed; ensure that agenda packet is complete including all staff reports and related supporting documents; coordinate the duplication, collation, and distribution of agenda packets.
- Assist and participate in community outreach programs designed to disseminate information to the public and other city employees, and responding to citizen complaints and concerns.
- Perform related duties as assigned.

# **Experience and Training Guidelines:**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

### **Experience:**

Two years of full-time administrative support experience that includes practical experience using Hansen, GIS, or a related software program. Previous asset management or municipal traffic operations experience is highly desirable.

### Training:

Equivalent to the completion of the twelfth grade. Additional specialized training or coursework with Hansen and/or GIS software application is desirable.

## CITY OF TEMPE

Traffic Operations Support Specialist (continued)

# **Licenses/Certifications:**

None

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 134

FLSA: Non-Exempt